



**County of Los Angeles – Department of Mental Health**

**Service Area 7 Administration**

**Adult System of Care**

**Quality Improvement Committee**

**November 12, 2013**

**Providence Community Services**

**21520 South Pioneer Blvd., Suite 110**

**Hawaiian Gardens, California 90716**

**2:00 P.M. - 4:00 P.M.**

**AGENDA**

- |   |                                |
|---|--------------------------------|
| I. Welcome and Introductions  | Kari Thompson                  |
| II. Review & Approval of Minutes                                    | Lupe Ayala                     |
| III. Department of Mental Health                                    | Lupe Ayala                     |
| III. Quality Improvement Division                                   | Timothy Beyer<br>Lupe Ayala    |
| IV. Quality Assurance Division                                      | Kari Thompson<br>Misty Aronoff |
| V. Quality Assurance Division                                       | Misty Aronoff                  |
| VI. Revenue Management Division                                     | Kari Thompson                  |
| VII. Provider Updates<br>Presenting Program Quality Assurance Tools | Kari Thompson                  |
| VIII. E-mail Confirmations  | Kari Thompson                  |
| IX. Audit Updates   | Kari Thompson                  |

**Service Area 7 Quality Assurance Committee – December 10, 2013  
1:30 PM-2:00 PM**

**Next Quality Improvement Committee Meeting  
December 10, 2013**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

<b>Type of Meeting:</b>	<b>SA 7 QIC</b>	<b>Date:</b>	<b>November 12, 2013</b>
<b>Place:</b>	<b>Providence Community Services 21520 Pioneer Blvd. Suite 110 Hawaiian Gardens, CA 90716</b>	<b>Start Time:</b>	<b>2:00 PM</b>
<b>Chairpersons:</b>	<b>Lupe Ayala Kari Thompson</b>	<b>End Time:</b>	<b>4:00 PM</b>
<b>Members Present:</b>	Dr. Beyer, Michelle Hernandez, Joel Solis, Marishia Phillips, Kari Thompson, Misty Aronoff, Wendy Curtis, Bryan Rowland, Song Ly, Christina Gonzalez, Michelle R Barajas-Sanchez, Adrine Bazikyan, Caesar Moreno, J. Adrian Chavez, Mari Yniguez, Jessica Trujillo, Tobi Nishikawa, Haydouk Zakarian, Nellie Garcia, Hsiang-Ling Hsu, Rocio O Gonzalez, Rebecca Coutin		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Welcome &amp; Introductions</b>	Meeting was called to order at 2pm.		Kari Thompson
<b>Review &amp; Approval of Minutes</b>	Minutes were reviewed, corrections were made and motion to approve by Bryan Rowland, seconded by Rebecca		Kari Thompson
<b>DMH Update</b>	Packet handed out for Service Area Quality Improvement Committees criteria, requirements, activities, functions and responsibilities.  Quality Improvement Work Plan Implementation Status Report-Med Support Services: summarizes all the policies updated or new. Report can be found in QI website under Dept of		Lupe Ayala

	<p>Mental Health QIC minutes for May.</p> <p>Medi-cal Required Informing Materials</p> <p>Beneficiary Acknowledgement of Receipt MH710: given to all new clients and anyone that requests it. Must be kept in chart. HIPPA, grievance information &amp; procedure, DMH poster, guide to Medi-cal Mental Services, Provider Directory must be in the waiting room.</p> <p>Request for Services Log given as sample. Log is required for all clinics not just directly operated. Available on line.</p> <p>Notice of Action- FAQs handed out. NOA to be given to clients with Medi-cal. Questions can be directed to mhernandez@dmh.lacounty.gov or 213-842-7399 cell.</p> <p>Joel Solis will notify Providers of who's due for recertification for Fire Clearance. Providers given 10 months notice. Fire clearance is only good for 1 year. Certification good for 3years. 40% of clearance is based on Pt Rights. Please notify your liaison if you no longer provide Psych testing services. Questions can be directed to Joel. Jsolis@dmh.lacounty.gov or 213-251-6833</p> <p>Summary of Findings completed for March audit. Letters went out to Providers Program Head for corrections and recoupments. Please contact Kari or Lupe and they can submit your response.</p>		
<b>Quality Assurance Update</b>	<p>TCM- waiting for Robin Washington to bring in samples.</p> <p>Request for Providers to submit copy of the audit</p>		Misty Aronoff

<b>Quality Improvement Update</b>	<p>tools used for quality improvement. Questions regarding everyday use of QA in every program. What is the process? High risk? QA managers? QA teams? Concerns?</p> <p>Meds Support only provider:  South Bay Mental Health  2311 W El Segundo  Hawthorne 90250  323-241-6730  Intake appts Walk-in only  Tues, Wed and Thurs 8-11am and 1-3 pm</p>		
<b>Provider Updates</b>	<p>Provider of the Month: St. Francis has 4 EBP Programs, Psych Eval/Testing, Med Support, Case Mgmt. Brochure given. Pt centered Family Model. For referral contact Alex Garcia, Intake Case Mgr 310-603-6949</p>		
<b>Audit Updates</b>	<p>Chacada FSP had Auditor Control completed. Financial audit still in progress, no exit date given.</p>		
<b>Adjournment and Next Meeting Information</b>	<p>Meeting was adjourned at 3:45 pm</p> <p>Next meeting: December 10, 2013  Annual Potluck 1pm before QA meeting</p>		

Respectfully Submitted,

Lupe Ayala & Kari Thompson  
QIC Co-Chair QIC Co-Chair